



Building brains through early talk

Partner Success Manager (Remote, Pacific or Mountain Time Zone Preferred – U.S.)

LENA seeks a **Partner Success Manager (PSM)** to guide and support LENA Partners as they launch and run LENA programs. This includes project managing partners through the planning, training, and launch processes, providing partner support through various means, facilitating meetings, troubleshooting issues, reviewing data, and generally providing advice to ensure partner success through the partner lifecycle. The PSM is assigned a caseload of partners to support and works closely with other Partner Success and Growth team members. If an incredibly purposeful mission is what you're seeking, read on.

Company Summary:

LENA is a national nonprofit on a mission to transform children's futures through early talk technology and data-driven programs. Research shows that back-and-forth interaction between children and their adult caregivers in the earliest years is a key to long-term outcomes. We integrate our "talk pedometer" technology into innovative programs to support parents, caregivers, and teachers to accelerate children's language development, school readiness, and social-emotional health.

In this role, you will:

- Develop partner specific strategies for success that factor each partner's unique goals, organizational features, and peculiarities. Develop and nurture strong relationships with partner personnel, communicating with them at a reasonable frequency, facilitating structured meetings, and maintaining partner documentation in a clear, organized manner. Manage the same to drive recurring revenue and provide strategic connections to LENA's marketing, sales, philanthropy, product, and research teams.
- Using LENA program resources and standard operating procedures, project manage and guide partners through the various plannings, trainings, tasks, meetings, and other items needed to launch and run their LENA programs successfully.
- Utilize and embrace LENA's business intelligence and reporting tools to proactively identify and resolve misconfigurations, program fidelity, and other issues. Monitor, explore and analyze partner performance and usage data to build deep data "stories" that inform data discussions and guide the partner success strategy.
- Work collaboratively with the Growth team on specific accounts, and independently on other accounts, to identify and execute strategies that ensure LENA partners renew and expand their LENA programs. Explore opportunities with Partners to broaden their reach, improve their performance, and to develop other partnerships to do the same.
- Actively participate in weekly/monthly/ad-hoc team and cross-team meetings to evaluate partner progress and troubleshoot issues, help refine Partner Success Team processes, and take an active role in product feedback and refinements.
- Participate in, and sometimes lead, various partner communication projects or other special projects spanning a variety of formats such as webinars, newsletters, and cross-partner meetings. Occasionally support LENA at conferences, the creation of marketing resources, and in partner-related research projects.

- Facilitate engaging program trainings using LENA resources virtually and occasionally in-person; help to refine the training curriculum and self-serve training materials to be more engaging, effective, and efficient and to accommodate for product changes when applicable.
- Perform other duties as assigned.

You could be a good match for this role if you are:

- **Mission-driven.** It matters to you that your work makes a positive and durable impact on the world, and LENA's mission speaks to you. You are culturally competent and have empathy with communities and contexts we serve (e.g., underserved populations, bilingual and/or multicultural environments, child-care settings).
- **Thoughtfully entrepreneurial.** You have sharp business acumen with a knack for turning daunting sales goals into reality. You're an entrepreneurial risk taker but do so deliberately, defining the hypotheses you're testing and then capturing and activating the resultant learning. You understand the value of balancing the long game in relationship cultivation with timely persuasiveness to move things forward now. You combine a personal humility and sense of curiosity with fierce resolve to collectively achieve audacious goals.
- **A consistently great communicator.** You are clear in your thinking and convey it with skill whether verbally or in written form. You listen to understand rather than to respond. You can read the room and possess the confidence to speak effectively with a range of audiences. You take the time to make the complex sound simpler. You are known for timely and consistent follow-up.
- **Reflective and growth oriented.** You look back on your wins and challenges to find the opportunities to grow and improve. You view feedback as a gift, seeking and incorporating feedback from your colleagues and partners to increase your personal impact in your role, as well as LENA's impact in the field.
- **Committed to equity and access to opportunity for all children.** You understand the headwinds children, families, and caregivers face, particularly in under-resourced communities, and are dedicated to ensuring that all children have the tools to fulfill their potential from the earliest age.

Qualifications:

- Ability to consistently apply a proactive, data-first, and solutions-focused mindset to managing partner accounts, including high initiative, curiosity, and follow-through.
- Ability to backwards plan from a desired goal or state into a set of steps, data points, or other items that need to be implemented, collected, etc.
- Ability to be and maintain an engaging presence with partners, especially during trainings, on video calls, or during other virtual or actual face-to-face partner interactions; ability to readily context-switch during the same.
- Is proactive and efficient in verbal and written communications both internally and externally, being empathetic while also assertively communicating with the appropriate people, taking the scope, urgency, and potential outcomes into account.
- Work comfortably in ambiguity, taking initiative to move forward with tasks even when there are unknowns.
- Excellent time management and prioritization skills.
- Ability to simultaneously track the details of a meeting while also running the meeting.
- Excellent attention to detail and correctness.
- Excellent organizational skills.

- Excellent computer skills.
- Strong analytical and problem-solving skills.
- Ability to function well in a high-paced and at times stressful environment.
- Ability to seek, apply, and share feedback.

Education and Experience:

A bachelor's degree and/or minimum of 3 years of customer service or related experience in the Early Childhood Education space is preferred.

Compensation:

LENA's team is passionate, fun, and collaborative. To learn more, visit [our website](#). We have an excellent benefits package (including medical, dental, vision, disability, life insurance, PTO, 11 holidays, and a 401k with match). This full time exempt role's expected salary range begins at \$70,000, with compensation based on experience.

To apply:

Please submit a cover letter with salary/compensation requirements and resume as a single PDF document to HR@lena.org. We love cover letters --- we really do read them. Channel LENA's "persevere to simple" value to tell us in a way that is authentically yours why this role is the best next chapter for both you and us!

Location and Travel:

This is a remote position requiring prolonged periods of being stationary at a desk and working on a computer (95 -100% of daily work time). Applicants **located within Pacific or Mountain time zones are preferred** as many of the position's partners will be located within said time zones.

Occasional travel is required, attending internal and external meetings, involving traversing typical transportation venues such as automobiles and airports.

Live, online receiving and responding to verbal and visual communication is required. The person in this position frequently communicates externally with partners, and internally within the organization using web-based audio-video tools.

LENA is an equal opportunity employer. All employment is decided based on qualifications and business needs. We are committed to building a team that represents a variety of backgrounds, identities, perspectives, and skills.